

# CURRICULUM VITAE

(Approved European Format)

1. **Family name:** Fawcett
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## 5. Education / Qualifications:

Institution [ Date from - Date to]	Degree(s) or Diploma(s) obtained:
Universität Dortmund, Germany, 2009	EFQM Excellence Award Assessor (updated in 2013)
AdeQuaTE, Geneva, 2007	ISO 10015+ Adviser
University of Greenwich, London, 2005	Cognitive Edge Practitioner (Sensemaking & Complexity)
Learning & Skills Council, Berkshire, 2002	Investors in People (IiP) Internal Adviser and Assessor
Thames Valley University, London, 2000	Post-Graduate MA in Strategic Human Resource Management (MA HRM)
Institute of Healthcare Management, London, 1996	Post-Graduate Certificate in Health Services Management
College of North-East London, 1994	D32/D33 TDLB NVQ Assessor Award
Southbank University, London, 1992	Post Graduate Diploma in Training Management
Thames Valley Polytechnic College, London, 1991	Post Graduate Certificate in Training & Development

## 6. Membership of Professional Institutes and Awarding Bodies:

- Chartered Fellow: Chartered Institute of Personnel & Development (CIPD)
- Fellow: Higher Education Academy (HEA)
- Member: International Council for Open & Distance Education (MICDE)
- Member: Business Excellence Institute (MBEI)
- Member: British Voice Association (BVA)

### **Excellence Awards & Roles as an Assessor:**

**AWARD:** Adjunct Professor Teaching Excellence (2017)(2018) - ie Business School, Madrid

**AWARD:** Global HR Excellence in HR Leadership, Training & Development (2009)(2017) - World HRD Congress, Mumbai

**ASSESSOR:** Government Excellence in Ministerial Leadership (2018) - UAE

**ASSESSOR:** Excellence in Government Performance (2017) - Dubai

**ASSESSOR / JUDGE:** National Training Awards (2010-2012) - UK

## 7. Professional Status:

**35 years learning specialist and trainer** in private sector (commercial), public sector (healthcare), adult higher education and charity sector (Cancer)

**25 years in-house consultant** in both national and international context

**25 years instructional designer** of e-learning, webinars, class-based training and open learning material

**5 years voice-over talent** for training films, e-learning, online tutorials, product promos, audio books

## 8. Research & Development / CPD:

**Learning Technologies** ~ exploring online learning and game-based learning

**Ethnolinguistic Diversity** ~ reviewing how language affects business culture and team working

**Organisational Effectiveness** ~ assessing quality, HR excellence and change

Publications: Practitioner journals (various 1991); chapter in "Implementing Knowledge Management Principles in a UK Primary Healthcare Trust" (Dobska, M. Kazimierz, R. (2008) *Podstawy zarządzania zakładem opieki zdrowotnej*, PWN, Warszawa, Poland [www.pwn.pl](http://www.pwn.pl))

## UK & International work:

### UK

**Cyber security webinar courses** for energy recycling company  
**How to design e-learning masterclasses** for Scottish education executive  
**Designed open learning workbooks** to support NOCN qualification for NHS support workers  
**E-learning induction programme** national guide for NHS University (NHSU)  
**Interim OD consultant** designing roll out and training of new university HR Information System  
**Blended learning policy and procedure development** for various NHS organisations  
**Management & leadership training** for Russian managers attending UK University  
**Leadership programme design and delivery** for NHS middle level managers  
**Presentation skills training, communication and interpersonal skills** for UK civil service  
**Training appraisal and PDP skills** for NHS managers as part of Knowledge & Skills Framework  
**Community care team management programme** for NHS healthcare teams  
**Management training** as part of national 'Learning Through Work' initiative  
**HRM support** for re-writing and grade job descriptions for NHS ICT departmental teams  
**Employment support** and training for low-paid, low-skilled (LPLS) NHS workers  
**Quality control and improvement workshops**, NHS and BT  
**Auditor** - SEEDA funded Basic Skills Programme, NHS SE region  
**Project management** of £1/4m funding from Dept. of Health for regional KM and e-learning  
**PDP process design and implementation** of appraisal and personal development planning system  
**Coaching** for health service budget holders as part of financial recovery training programme  
**Interim OD/OE consultant** implementing changes in online software to support recruitment and selection, appraisal and the learning management system LMS in academic setting  
**Academic and learning adviser** to international events company running HR-related conferences and international speaker  
**Analysis and evaluation of training** as part of a wider quality assurance process  
**Auditing skills gaps** for LPLS (low paid – low skilled) adult workers in healthcare

### INTERNATIONAL

**HR quality assessor** Abu Dhabi Excellence Award in Government Performance (UAE)  
**Quality improvement workshop** Bureau Veritas (Latvia)  
**Executive leadership programme** Kazakh executives "KazMunayGas" KMG (ENI Corporate University, Italy)  
**Management training programme** ENI Oil (Kazakhstan & UK)  
**Digital literacy training workshop** with Barclays Bank 'Digital Eagles' team EU-funded (Netherlands)  
**Instructional training design workshop** European Patent Offices (Germany and Austria)  
**Advanced training skills workshop** Vigor Enterprises (Kuwait, Qatar, Dubai)  
**Vocal training for in-house trainers** Novo Nordisk (Denmark)  
**Researcher EU funded projects** competency framework and learning game development (Belgium)  
**HR compliance & regulatory practice workshop** Directors of Public Admin, European Union (Latvia)  
**Coaching in health and wellness** SAP (Ireland and Germany)  
**Employee engagement survey** GAC (Dubai)  
**Validation of project manager competencies** Regional Government Agencies in 5 European countries)  
**Corporate University workshops/conference speaking** (Hong Kong, Abu Dhabi, Australia, China, Switzerland)

## 9. Academic Lecturing Experience:

2017 – current Learning & Development (MA Talent Development & HR), IE Business School Human, Madrid  
2017 - current Cross-Cultural Leadership (MSc International Project Management), Anglia Ruskin University, London  
2017 – 2019 International HR Management (MBA Health & Social Care), Anglia Ruskin University, London  
2005 - 2018: Designing & Delivering Training (MA HRM), University of Westminster, London  
2017 - 2017 Online Global MBA, University of London (Online Tutor/Assessor)  
2008 - 2012: Additional Skills Cert., Moscow University Economics, Statistics & Informatics, Moscow  
2003 - 2009: Pharmaceutical Foundation Degree, Birkbeck, University of London  
2002 - 2002 MA Education in Health & Social Care, Reading University, Berkshire  
2000 - 2000 MA Collaborative Leadership, Health & Social Care, Thames Valley University, Berkshire  
1996 - 1997 NEBSM Certificate in Supervisory Management, BTAS/Hendon FE College, London  
1995 - 1997 Medical Education Programme, Edgware Postgraduate Medical Centre, London  
1990 - 1997: Managing Health & Social Care (MESOL/OU) Certificate, London  
1990 - 1997: Introduction to Supervisory Management (ILM) Certificate, London

## 10. Professional experience, previous and current employment

CURRENT EMPLOYER				
Date	Location	Company	Position	Description of role
2002-present	UK	Jozefa Fawcett International (JFI)	<b>Founder &amp; Learning Specialist Director</b>	<b>Experienced includes:</b> Instructional Design, Professional Training Delivery, Organisational Learning & Development, Quality & HR Excellence Assessment, Interim Management, Facilitation, Public Speaking, Business Vocal Coaching, Voice-Over

UK CONSULTANCY WORK		
Department of Health	<b>Project manager</b>	Project management of a regional eLearning and Knowledge Management project - strategic planning and overall project management
Institute of Healthcare Mgmt.	<b>Consultant</b>	Created and ran UK-wide management network for NHS
SE Development Agency (SEEDA)	<b>Researcher</b>	Research into skills gaps for LPLS (low paid-low skilled) healthcare workforce linked to programme of 'Basic Skills' to address key needs
NHS University (NHSU)	<b>Learning adviser</b>	Wrote a National Implementation Guide for the NHS to support the introduction of eLearning Induction programmes across the UK
Birkbeck, University of London	<b>Lecturer</b>	Wrote and delivered Foundation degree UG modules 'The Effective Manager' & 'Understanding Organisations' for Pharmacy students in management
Cambridge Education	<b>Trainer/Speaker</b>	Conference on 'Implementing Change' for students of management from Russia and the New Independent States
Northwick Park Hospitals Trust	<b>Consultant and trainer</b>	Creation of a unique 'Inspirational Leadership Programme' for middle level healthcare managers to learn how to cope with change
Homerton Hospitals Foundation	<b>Learning adviser</b>	Appraisal & Personal Development Planning process design, policy development and implementation
Macmillan Cancer Support charity	<b>Instructional designer</b>	Producing a range of eLearning programmes in 'Benefits Awareness'; 'User Involvement' and 'Information for non-information users'
Homerton Hospitals Foundation	<b>Learning adviser</b>	Blended learning policy and procedure information, advice and guidance
Oxford PG Medical Education	<b>Learning adviser</b>	With Reading Uni created Centre for Primary Care and Public Health, to further the CPD agenda across nursing, medical and academic research
Berkshire healthcare consortium	<b>Project manager</b>	Obtained project funding of £1/4m managing team supporting e-learning activity for all staff working in Berkshire health economy.
Newham Hospital, London	<b>Trainer</b>	Personal Development Planning workshops for low-paid, low-skilled (LPLS) workers in the healthcare system
Newham Hospital, London	<b>Trainer</b>	Appraisal & PDP Training for staff and managers (underpinning performance management system)
Plymouth NHS Hospitals Trust	<b>Coach</b>	Part of a six-week financial and business recovery/cost saving programme, acting as a coach and supporter to delegates developing their projects
Northwick Park Hospital, London	<b>Learning adviser</b>	Providing employment support and training for LPLS (low paid-low skilled) workers in healthcare and hygiene services)
Homerton Hospital, London	<b>Consultant</b>	Policy development to support Appraisal implementation and to underpin Lifelong Learning plans as part of a five year strategic learning plan
SE Development Agency (SEEDA)	<b>Instructional designer</b>	Design of open learning materials to enable LPLS workers and those with ESOL needs to enhance customer service and interpersonal skills
Southwark Healthcare Trust	<b>Consultant</b>	Restructuring ICT department, managing change and redesign of job descriptions and assessment against NHS performance management system
Electrical Contractors Association	<b>Consultant</b>	Support and guidance in how to undertake transformational change following the merger of two trade associations
NHS London Authority	<b>Development coach</b>	Support for professional development provider of financial training and development programmes and future learning plans
Newham Hospital, London	<b>Facilitator/Trainer</b>	Designed award-winning 'Becoming an Effective Manager' programme including Action Learning Sets as part of programme
British Telecom	<b>Trainer</b>	Developed and delivered training workshop in how to measure and evaluate training – London and Birmingham courses
NHS Financial Service Network	<b>Trainer</b>	Developed and delivered training workshop in how to measure and evaluate training – audience from across whole network UK wide
Independent Yoga Teacher	<b>Vocal Coach</b>	Coached client in how to record audio book for asthmatics on breathing and coping techniques and completed post-production
UK Govt. Civil Service Learning	<b>Trainer</b>	Management and leadership skills training i.e. presenting, influencing, interviewing, coaching, managing people, managing change etc..
Military: Royal Air Force	<b>Consultant / Coach</b>	Advised RAF team how to develop a quality framework that allows evaluation of their training and coached team in its use
University of Westminster	<b>Interim OD consultant</b>	Managing the implementation of a new HR self-service automated online system for a 3000+ workforce and the change associate with this
Cory Riverside Energy	<b>Instructional designer</b>	Designed and delivered cyber security webinar courses for energy recycling company

INTERNATIONAL CONSULTANCY WORK			
Europe 2015 & 2018	ENI Corporate University (Kazakhstan, UK, Italy)	<b>Trainer</b>	Designing and delivering executive leadership and management training workshops for C-Suite executives from Oil & Gas industry
Asia 2017	ADAEP UAE (Abu Dhabi)	<b>HR Excellence assessor</b>	Part of the HR Excellence team for the Abu Dhabi Award for Excellence in Government Performance
Europe 2013-2015	GRUNDTVIG EU project (NL)	<b>Consultant, researcher &amp; trainer</b>	Digital literacy and illiteracy amongst migrants and disadvantaged groups (UK project partner with NL x 2 and Germany)
Europe 2012-2014	GRUNDTVIG EU project (NL)	<b>Consultant, researcher &amp; trainer</b>	Exchange and improvement of web based job interview - training for migrants (UK project partner with NL, Turkey and Germany)
Worldwide 2011	FN Events (Spain)	<b>Academic and learning adviser</b>	Supporting the development of a range of conferences: Evolving Corporate Universities Forum and Internal Social Media Forum as Academic and Learning Adviser, also International Speaker
Europe 2013, 2014	SAP (Ireland, 2013) & SAP (Germany 2014)	<b>Coach - wellbeing</b>	Supporting a wellbeing programme with SAP, participants complete an online questionnaire about their work-life balance and then receive virtual coaching as to its results and action steps to improve their health at work
Europe 2011	Aden Executives (France)	<b>Consultant and learning adviser</b>	Facilitation of organisational development issues associated with the promotion, marketing and communication of this small collective of academic consultants
Eurasia 2008	Moscow State University (Russia)	<b>Consultant and academic adviser</b>	Support and guidance for MESI lecturers in adopting facilitative approaches in their classrooms and now lecturing students in Knowledge Management
Europe 2012-2013	European Patent Office (Austria)	<b>Instructional Design consultant &amp; trainer</b>	Training and on-going coaching of a group of course developers in various techniques of instructional design for their unique range of courses to improve transfer of learning
Europe 2011	European Patent Office (Germany)	<b>Instructional Design consultant &amp; trainer</b>	Training a group of course developers in various techniques of instructional design for their unique range of courses to improve transfer of learning
Eurasia 2010	SAETO EU project (Turkey)	<b>Consultant, researcher &amp; trainer</b>	Field testing and advisory panel for EFQM online assessment tool for Education & Training Organisations
Europe 2009	VISIBLE EU project (Italy)	<b>Consultant and researcher</b>	Creating and validating a range of propaedeutical learning tools to support Project Manager development, 7 competencies and a case history format used as methods to evaluate against performance indicators across European RDA's
Europe 2008	Equanet Corporate University EU (UK)	<b>Consultant and researcher</b>	Action Research into current CU practices in European organisation with reference to similar investments in US, Australia, China and other countries and dissemination of results.
Europe 2002-2005	European Consortium for the Learning Organisation (Belgium)	<b>Secretary-General &amp; Specialist Learning Adviser</b>	Promoting the concept of the learning organisation through a vibrant community of practice providing research and consultancy to European Commission as well as disseminating reports and best practice through conferences and specialist workshops

INTERNATIONAL WORK EXPERIENCE (36 countries on five continents)								
EUROPE				EURASIA	ASIA	AFRICA	OCEANIA	AMERICAS
England & Wales	Switzerland	Bulgaria	Latvia	Turkey	Abu Dhabi	South Africa	Australia	Mexico
Scotland	Italy	Czech Republic	Denmark	Russia	Dubai	(CAPE TOWN)		
Republic of Ireland	Spain	Slovakia	Norway	Kazakhstan	Kuwait			
Netherlands	Portugal	Hungary	Romania		Qatar			
France	Germany		Estonia		China			
Belgium	Austria				Hong Kong			
	Malta				Indonesia			

<b>SUBSTANTIVE POSTS HELD FROM 1976-2002</b>				
1999-2002	UK	Berkshire Shared Service Centre, England	<b>Head of workforce and organisational development</b>	Reporting to the Director of HR/OD, key achievements included: <ul style="list-style-type: none"> <li>o Developing a OD strategic framework to support Trust through health economy changes</li> <li>o Creating an Organisational Development Service, providing training and change management solutions</li> </ul>
1990-1999	UK	Barnet Healthcare NHS trust, Hertfordshire, England	<b>Human resource development and training manager</b>	Established a Learning Resource IT Training Centre Designed various healthcare training programmes and in particular vocational training activity against nationally agreed standards and competences
1989-1990	UK	Comet Electrical Group PLC, Hull, England	<b>Regional training consultant</b>	Reporting to the national training manager, responsible for the training and sales achievements of retail stores across Southern England (East Anglia, London, SE, SW)
1986-1989	UK	Debenhams Department Store, Surrey, England	<b>Personnel &amp; training officer</b>	Reporting to Personnel Director, dealt with operational personnel work, then progressed to solely training, responsible for all induction and mandatory training for store staff
1986-1986	UK	Blue Arrow Recruitment Agency, London, England	<b>Controller, office manager</b>	Reporting to Area Sales Manager (London), duties included the day to day running of Central London recruitment office and team, selling recruitment service contracts
1981-1986	UK	Clinique Cosmetics Laboratories, London, England	<b>Areas sales and staff manager</b>	Direct counter sales in various London stores, including national promotional and demonstration work, TV, magazine, newspaper and fashion shows in and around UK. Promoted to Area Sales Manager, responsible for sales achievements of 25 accounts (50+ sales consultants)
1979-1981	UK	Frances Denney Cosmetics, London, England	<b>Consultant, cosmetic sales and makeup artist</b>	Responsible for sales achievements in key accounts across London travelling extensively across UK to promote cosmetic brand
1976-1979	UK	Innoxia Cosmetics, London, England	<b>Consultant, cosmetic sales</b>	Cosmetic sales in London. Training in stage makeup as a beautician specialising in promotional demonstrations and corrective make up